

Antecedents of Job Satisfaction among Intimate Partner Violence Shelter Staff: Coworker Relational Maintenance Strategies, Communication Satisfaction, Burnout and Organizational Commitment

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Abstract

This study sought to extend prior research by examining the prevalence of relational maintenance strategies between coworkers and the impact of such strategies on work related attitude of job satisfaction, organizational commitment, communication satisfaction, and burnout with work. The targeted samples for this research were the employees of a battered women's shelter located in Indianapolis, Indiana. A questionnaire was constructed that included established scales in order to measure independent and dependent variables. The questionnaires were distributed among the employees and 47.82% agreed to participate in this study. Regression analyses were conducted to analyze the collected data. The findings indicated the importance of assurances and conflict management among staffs in mitigating their job stresses and increasing their personal accomplishment, communication satisfaction, organizational commitment and job satisfaction.

Keywords: job satisfaction, organizational commitment, communication satisfaction, burnout, coworker relational maintenance strategies